

Procedures for escalating an issue with any of LIMRiCC's health care providers are as follows:

1. The employee should contact HR at their local library to discuss their issue.
2. HR to contact Margie Tannehill at mtannehill@limriicc.org detailing the circumstance.
 - If the member called customer service, please provide the date and time the call was made so that the call can be reviewed by our carrier's representative.
 - If the member emailed customer service, please provide a copy of the email.
3. Margie will notify Assurance Agency, our broker, of the issue.
4. The carrier's representative will review the recorded call and reply to Assurance Agency and/or Margie Tannehill with their comments on how to proceed and resolve the issue.
5. Margie Tannehill will follow up with the member.